Welcome to Exemplar
Specialist nursing care and rehabilitation for adults with complex needs

every day better

www.exemplarhc.com
Welcome to Exemplar Health Care

At Exemplar we provide highly specialist nursing care for adults with complex needs arising from neuro-disability, brain injury and stroke, mental ill-health, autism, learning disability and complex dementia. We provide our care in an environment where people can feel at home, which allows our service users to have more choice about the type of care they receive and remain closer to friends, family and loved ones.

At Exemplar, good quality care is a given. What makes us different is our commitment to maximising the quality of life for every person we care for. Our mission is to make every day better, for everyone.

Exemplar currently has 27 purpose-built homes across Yorkshire and the Humber, the Midlands and the North West, and a robust growth plan for the future with several new homes due to open in 2019 and beyond.

Choose person-centred care

Whatever a person’s condition or stage in life, Exemplar’s welcoming, community-based homes support people to reach their goals.

Everyone is different, so Exemplar’s approach starts with person-centred care planning, which includes an individual’s motivations, goals, beliefs and aspirations. We ensure all the right support and services are in place, from nursing care, observation, nutrition and medication to occupational and physical therapy. Our teams facilitate individual hobbies so people can continue to do the things they love, as well as developing new interests, social activities and access to education and volunteering.

Choose quality

92% of Exemplar homes are rated good or above by the Care Quality Commission, compared to just the 54% average for similar providers. Our commitment to quality is reflected in endorsements we receive from health and social care professionals, charities and support organisations.

Exemplar is committed to constantly improving the quality of care we provide and invest in our people and training to ensure our services always reflect best practice.

Everyone working in our homes completes an intensive training course aligned to recognised standards within the care sector. We continue to develop our people both personally and professionally throughout their career. Our dedicated and highly-skilled training and development team deliver a range of comprehensive training courses and qualifications, so our people can deliver outstanding person-centered care.

Exemplar’s Quality Assurance Framework (EQA) supports Exemplar in its commitment to the provision of excellent quality care. It promotes the concept of listening and learning from our service users, gathering their personal experience of the services we provide and using this feedback to drive improvements and achieve better outcomes for service users and their families. Our unswerving commitment to this puts our service users at the heart of everything we do.
Case study

James, 70, came to Exemplar from a specialist dementia hospital. He had been diagnosed with alcohol related dementia, cognitive impairment, depression, self-neglect and severe dysphagia. The placement had unfortunately broken down due to his extreme challenging behaviour and resistance to personal care, which had taken five members of the care team up to five hours to complete on a daily basis.

Through patience and gentle care, we worked with James to gradually build up trust and empathy and six months after admission his behaviour had improved so much that his personal care could be delivered by just one member of the care team. This led to a review of James’ care fees which were dramatically reduced, passing on a significant reduction in the cost of care to local commissioners.

“I use Exemplar quite a lot because they can manage my risky clients that no other low level nursing home could. I need nursing care that can manage risk and be able to assess and understand people’s mental health and how it can all change quite quickly.”
Sheffield-based commissioner

Choose transparency

Our transparent referral process means funders can track a person’s progress through each stage of their care, every step of the way. We review our service user’s needs regularly to ensure we are offering the correct support and care. Where needs reduce, we pass these savings on to commissioners to ensure placements are fair and accurate.

Choose delicious food

Meal times are an important part of everyone’s day and should always be an enjoyable experience. At Exemplar we are proud of our fresh and varied menus which focus on providing a healthy and balanced diet. Just like at home, service users have the choice to eat together in a family environment, or alone if they prefer. Some homes offer cafe style dining giving service users a choice of daily menus. We discuss individual preferences and requirements so that we get to know each person’s likes and dislikes.

There are additional considerations for those suffering from dysphagia, who may have difficulty swallowing and be at risk of choking. Led by our food and nutrition experts, Exemplar’s chefs provide pureed food that is not only tasty and nutritious but is also presented in a way that resembles the food’s original form so that no-one feels excluded and all of our service users can enjoy the same menu choices.

Mealtimes should be the highlight of everyone’s day, giving an opportunity to socialise and relax. At Exemplar Health Care we have both the catering and clinical expertise to support the needs of anyone who comes to us for care.
Exemplar’s person-centred approach to care recognises that the person is our priority, not their illness or condition. Our multi-disciplinary nursing teams care for many complex disabilities and conditions, including those requiring high dependency nursing needs such as enteral feeding regimes and airway management through tracheostomy care.

Our in-house psychiatry and psychology services mean we can provide ever more complex care and support to service users in crisis including those suffering from schizophrenia, personality disorders, challenging behaviour and complex dementia.

Working alongside NHS teams, we ensure a smooth transition from an acute hospital setting to our care. Whatever the symptoms, Exemplar provides the support and services that make a difference to a person’s quality of life.

Specialist care
for a wide range of conditions

Neuro-disabilities

At Exemplar we care for people with a wide range of neuro-disabilities including both congenital and acquired disabilities such as:

- **Huntingdon’s disease** – including overcoming a person’s communication difficulties through speech and language therapy; employing assistive technologies and equipment including communication aids; and ensuring special care is given to diet to prevent weight loss and reduce the risks associated with swallowing.
- **Parkinson’s disease** – including careful management of medication regimes.
- **Multiple sclerosis** – including managing the decline of a person’s cognitive and physical abilities.
- **Motor neurone disease**
- **Cerebral palsy**
- **Epilepsy**

People are affected by neuro-disabilities in different ways. Some may have to adjust to a reduced physical ability to manage everyday tasks. For others, it may be living with the effects of reducing and declining intellectual ability. As a person’s condition degenerates we reduce the impact on their life as much as we can. A person may lose the ability to walk, talk or communicate in usual ways, but we work to restore choices to make sure they are still able to get the most out of life.

**Case study**

Valerie came to Exemplar with very challenging behaviour and severe self-neglect. In addition to Huntington’s disease, Valerie was severely underweight, had underlying mental health needs including agoraphobia and had isolated herself from friends and family. It was initially determined that Valerie was entering the end stage of her illness and would need end-of-life care.

Over time, a breakthrough came when Valerie requested a shower and a new hairstyle. Encouraged to expand her surroundings, she began spending time in the garden and leaving the home for visits.

Valerie now enjoys 1:1 drives and local shopping trips with a team member. She lives in the same home and is enjoying a true quality of life.
Brain injury, spinal injury and stroke

Brain injuries, spinal injuries and strokes can affect anyone, at any time in their life and can cause a broad range of complex physical, sensory, cognitive, psychological, emotional, behavioural and social difficulties. At Exemplar we support individuals with spinal injuries, acquired (ABI) and traumatic (TBI) brain injury including those who require tracheostomy management and ventilated care.

Individuals living with the life-changing effect of these injuries are supported by Exemplar’s specialist teams who work with a person to increase their functional abilities, including movement, speech and emotional needs. Where possible, our specialist teams use assistive technology, including communication aids and environmental controls, to increase a person’s independence.

Following a spinal injury people are typically cared for in an acute spinal injury unit. There are very few of these in the country and as a result, many people are forced to live away from their friends and family in this initial recovery phase.

As a person begins to recover, they continue to need specialist care and rehabilitation to help increase their functionality and adapt psychologically to the trauma of their injuries. Our community homes are equipped to provide specialist spinal injury care and rehabilitation, allowing for people to live close to loved ones in a comfortable environment built for recovery and rehabilitation.

We believe it is important to provide not just physical support such as physiotherapy and ongoing functional skills rehabilitation, but to provide a socially stimulating environment to aid recovery of the mind through art and music therapy. Practical support is also available, such as acquiring and using an electric wheelchair, innovative IT solutions to aid independence or advice on applying for benefits. We work in partnership with other spinal injury organisations, so referrals can be made for ongoing peer support.

Case study

Anthony was transferred to Exemplar for physiotherapy and rehabilitation after spending several months in a local general hospital following a car accident. Unable to walk until the swelling on his spine reduced, Anthony struggled to come to terms with the reduction in his mobility and took strength from the support of his family and the team at his home who delivered daily physiotherapy and encouraged him on his rehabilitation journey.

After 12 months, Anthony began to regain movement in his legs. With support, he has been able to plan for his return home, visit family members and enjoy a holiday. He has also contacted the Spinal Injuries Association as his goal is now to act as an advocate for people with spinal injuries, sharing his own experiences of rehabilitation and recovery, to help others with theirs.

Complex dementia care

The vast spectrum of dementia disorders can often present challenging and unpredictable behaviour, but whatever a person’s symptoms, our approach puts the emphasis on them, rather than the illness and the challenges it presents. We take time to understand each person’s life story and build up a deep understanding of each individual which is essential in ensuring that, wherever possible, each person still has control over their own life decisions.

Strong relationships are fundamental to well-being and happiness and we work closely with families and loved ones, offering support and advice and help them to adapt and manage their particular circumstances. This can be particularly challenging with early on-set dementia, which affects people at a younger age and can create a complex range of challenges where a person may still be working or supporting a family while coming to terms with their illness.

"After just a few short months in her new home, Iris, who lives with very complex dementia, is able to enjoy mealtimes in the dining room, eating with a knife and fork - something I never dreamt would happen.”

Social worker, Sheffield
Exemplar homes care for people with long-term mental ill-health including anxiety, depression, personality disorder, severe affective disorders and schizophrenia. We can help when mental health symptoms are to such a degree that the person experiences significant impairment, such as an inability to care for themselves independently, sustain relationships or work.

“At Exemplar, we understand that a person’s mental health is a journey. Working together with service users, loved ones and multi-disciplinary professionals, we help people to overcome barriers, identify solutions, and establish control over their lives.”

Mark Henry, Mental Health Lead.

With the help of carefully chosen professionals, who share our empathy and understanding, we promote positive therapeutic relationships to support individuals with very complex needs in a home environment and thus minimise relapses and acute admissions.

“My goal is to see my family and cook for them. I also want to give more to help people who are homeless as this makes me feel that I am doing something good.”

Susan, service user, Ravensdale.

Case study

Tim, 48, began experiencing mental health problems as a teenager. He suffered anxiety and depression, leading to extreme agitation and challenging behaviour. Following years of placements, he was finally taken into custody following a violent outburst and detained in a Psychiatric Intensive Care Unit where his medication was stabilised.

On arrival at Exemplar Tim required encouragement to maintain his personal hygiene and to develop regular sleeping patterns. Counselling sessions with mental health nurses helped maintain his motivation and mood. Over time, and with patient intervention, counselling, and therapy, Tim’s independence and confidence increased and he was able make trips outside of the home, attend a computing and maths course, and set himself a walking and swimming regime.

After two years Tim is enjoying life, has learned strategies to recognise and manage his symptoms and has moved to a OneCare flat, with reduced costs, where he lives with more independence. His long-term goal is to return to living in the community.

“From initially requiring 1:1 support from the nursing and care home team, to now living more independently, we have been able to meet Tim’s needs as he progresses towards his goals.” Diane Howden, Home Manager
Autism and learning disability care

A learning disability is often complex. Some people may have reduced ability to manage everyday activities like household tasks, socialising or managing money. For others, the learning disability may be part of other physical and emotional conditions and individuals may receive more than one diagnosis.

Everyone is different so we start by creating a personal plan with each individual which includes their strengths, beliefs and aspirations. From this, we make sure that all the right support and services are in place and aim to support each individual to integrate fully into their local community and live the life of their choice. We can also offer sole occupancy environments for people living with Asperger’s through our OneCare services. (See OneCare page for further information).

Case study

Sarah, 19, lived with learning disabilities, frequent epileptic seizures and challenging behaviour. Sarah displayed many autistic traits and it became clear that her behaviours were closely linked to frequent seizures. On arrival she required 1:1 supervision and wore a seizure helmet. Goals were to stabilise Sarah’s epilepsy, manage her behaviours and develop her skills and understanding. With a new GP, neurologist and an epilepsy specialist nurse and the right medication, Sarah’s seizures reduced, which allowed her to concentrate and focus. Through gentle care, time and patience, the team supported Sarah to become more independent and aware of safety and surroundings. No longer requiring a seizure helmet, Sarah began swimming, horse riding and socialising outside the home. Sarah attended a local Mencap class, then went on to college.

After five years and with a support package in place, Sarah moved on to an independent flat.

High dependency nursing

High dependency care and nursing is a specialist form of nursing, which often involves caring for patients using ventilation and tracheostomy care or feeding regimes including PEG and Dysphagia.

Working alongside discharge teams, we ensure a smooth transition from an acute hospital setting to our care homes. Our nursing teams are fully trained to care for the most complex care needs, enabling individuals to lead the most fulfilling life available to them with the care, dignity and respect they deserve.

Challenging behaviour specialists

We have specialist expertise in the challenging behaviours that people living with complex disabilities and conditions can experience.

Our teams are trained to passively diffuse situations and to alleviate the distress, frustration and fear that is often expressed as challenging behaviour.

Our skilled and dedicated specialist care teams quickly recognise changes in an individual’s behaviour and act in a timely manner, minimising possible outbursts and risk to the safety of the service user, or others around them.
Choose OneCare for independence

Exemplar’s OneCare reablement pathways allow people to live with independence in community homes. With care, nursing and support options developed around individual needs, OneCare pathways are fully bespoke and person-centred community homes for those looking to live more independently through rehabilitation and enabling activities. People living in OneCare pathways report feeling more independent, with a higher degree of control over their own lives.

Community living with expert support

OneCare pathway services are usually 1 to 3 bedroom houses, located nearby to our care homes. This close proximity allows for continued support and friendship from the nearby home, whilst allowing people to develop independent living and budgeting skills prior to any move into the community. Support from a known team means people are more likely to achieve and enjoy long term, sustained successes in their personal goals.

Nursing & care built around individual needs

OneCare pathways are registered with the CQC for nursing care, providing options for flexible support packages built around individual needs – from 2:1 support to less intensive care. With 24/7 clinical input available from a qualified nursing team, people have the opportunity to receive intensive short-term support from the nearby home when required, avoiding re-admissions to hospital.

Simple and sensible fee structures

OneCare pathways offer care, support, nursing and accommodation costs in one comprehensive weekly fee. This allows for straightforward reassessment and transfer into the OneCare pathway from our care homes. People can progress along a pathway of reablement at their own pace, without the need to apply for other benefits or to set up utilities.

Exemplar’s OneCare pathway: Reablement for independent living
Case study – Vicky and Mr Darcy
Independent living with the support of a beloved friend

Vicky came to Exemplar with complex mental ill-health following several hospital admissions. Unable to remain at home, a cause of Vicky’s great distress was that she was not with her beloved dog, Mr Darcy. After consultation with the Exemplar team and other residents of the OneCare service, everyone enthusiastically agreed to welcome both Vicky and Mr Darcy.

With the right care and support for her mental health conditions, Vicky is now very settled and loves the fact that her neighbours also enjoy walking Mr Darcy. Vicky’s long term goal is to return to living independently.

Case study – Peter
From 1:1 care to independence

Following a brain injury as a result of a serious car accident, Peter initially required 1:1 care support to manage his mobility, complex behaviours and severe anxiety. With intensive support from the specialist team, Peter learned to manage his behaviours and underwent physiotherapy to relearn how to walk. As he achieved his goals of mobility and skills of everyday living, together with the care team, Peter decided the next step would be to move into the OneCare pathway.

Home Manager Helen McGowan describes how the environment helps Peter’s recovery, “We encourage as much self-advocacy and peer support as possible. As always, care and support is risk assessed, but we think creatively about options for safe solutions that allow people to do the things that matter to them. It’s fantastic to see Peter really flourishing in our OneCare services.”

Peter tells us, “Since being in my own flat, I have learnt how to cook, how to keep the place clean and tidy on my own, and enjoy playing my video games.”

Case study – Jamie
A unique environment for life with complex autism

Jamie came to Exemplar after spending three years in a secure hospital far away from his home and family. Living with autism and acute sensory needs, Jamie’s environment is exceptionally important and it was possible to accommodate his needs in a nursing home.

Working together with funders, Exemplar’s specialist team developed a bespoke environment - a sole occupancy house, specifically adapted to meet Jamie’s accessibility and sensory needs. It includes living areas both downstairs and upstairs, so Jamie can retreat to an additional spacious room upstairs during periods of high anxiety. Jamie now receives the highly specialist support he requires in a personalised environment, close to his family.

“Providing a pathway of care at Exemplar allows commissioners to fund a journey for service users - starting as a comprehensive service, but reducing over time without the need to move the person to another provider. For my client, the OneCare apartment provides a genuine opportunity for him to develop.”

NHS Commissioner, South Yorkshire.
Service user engagement

Exemplar’s service user engagement team, led by Sophia Feurtado, national Dignity in Care award winner, help to transform the lives of our service users, promoting dignity at all times.

At Exemplar we want our service users to have control over their own destiny, decisions about their care and to be involved in the running of the home.

This person-centred approach involves really listening to people, finding out what they want and need and involving them in decisions about their lives. We then make sure care plans and the services around that reflect this and are tailored to individual needs.

This joint approach allows Exemplar to explore alternative points of view and address challenges, opening up new opportunities that we might not have considered. We work as a team – sharing challenges and ideas, identifying problems and solving them together.

“I use technology to help me participate in recruiting team members. I am supported by the Occupational Therapist (Emma) to type the questions for the interviewees and add them to my communication aid. I have interviewed for nursing, care and catering team members, and Clinical Nurse Managers. I came up with the questions myself and tailored these to each role.”
Ron, service user, Ravensdale.

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Ron, service user, Ravensdale.

“In individuals in our care deserve to be treated as the unique people they are. That is what I do – that is what I care about above everything else.”
Sophia Feurtado – Service User Engagement Manager.

Influencing how homes are run

Exemplar’s service users are actively involved in the way our homes are run. People tell us what works and what doesn’t and in this way, influence not only how services are delivered now but also shape service delivery in our new homes. By putting service users at the heart of everything we do, by listening and acting on what they tell us, we can ensure they have a real voice in shaping our standards and service delivery, ensuring continuous improvement. We encourage and empower people to take an active role in the running of their home and in addressing decisions that directly affect them, such as by interviewing and recruiting our care home teams.

At Exemplar, service users can:

- Act as Service User Ambassadors, sharing ideas about their home and working on projects at both a home and organisational level.
- Be part of the Service User Council, with a direct link to our board of directors.
- Be involved in recruitment and appraisals, helping to interview and assess new employees.
- Take part in videos and advise on content for service guides, which explain about life in our homes from a service user’s point of view.
- Contribute to important aspects of managing homes by being involved in health and safety and clinical governance meetings.
Exemplar’s Service User Council

Our Service User Council is made up of a team of Service User Ambassadors from Exemplar homes. The Council meet regularly with a group of employees and senior managers. The Council actively influence, change and improve our services, working together to make every day better for themselves and their fellow service users.

Through the council, service users:
- Are consulted on ideas for changes to services.
- Put forward their own ideas for improvements.
- Share their concerns.

Achieving outcomes and reaching goals

Making every day better is about achieving the best possible outcomes for those we care for.

We improve lives with our holistic programmes of nursing care, nutrition, medication, activity, community engagement, occupational and physical therapy.

Our multi-disciplinary team of nurses, physiotherapists, occupational therapists and speech and language therapists work closely with consultants, GPs, specialist nurses, psychiatrists, psychologists and mental health teams in the local community. In addition our in-house psychiatry and psychology services mean we can provide complex specialist care and support to individuals suffering from a range of disorders. We identify goals and outcomes together with individuals, families and professionals involved in a person’s care. Goals are different for everyone; from a full recovery or a return to living in the community, to the ability, with the right support, to live their lives as they choose. We focus on outcomes by supporting people to achieve their rehabilitation goals and become as independent as possible. For people and families coping with a progressive or life-limiting condition, a goal may simply be a desire for dignity and peace of mind.

Consulting with family, friends and carers

At Exemplar we recognise that carers, family members and loved ones can provide valuable practical and emotional support and we greatly value the significant role they play in the recovery and well-being of service users. Whether it be our open door policy or the more formal processes in place for survey feedback and regular relative meetings, listening to loved ones is very important to us, allowing Exemplar to meet each individual’s needs and desires as well as providing the correct treatment, care and support.
<table>
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<th>Homes &amp; services directory</th>
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<td>Exemplar’s nursing homes are located in Yorkshire and the Humber, in the North West, East and West Midlands.</td>
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**Bridgewood Mews**  
38 Bridge Road, Tipton, DY4 0JW  
T: 0121 522 5780  
E: bridgewoodmews@exemplarhc.com

**Brook View**  
Aintree University Hospital, Longmoor Lane, Liverpool, L9 7JU  
T: 01709 565 700  
e: brookview@exemplarhc.com

**Church Walk**  
Cavendish Road, Kirkholt, Rochdale, OL11 2QX  
T: 01706 717400  
E: churchwalk@exemplarhc.com

**Copperfields**  
Cross Green Lane, East End Park, Leeds, LS9 0BA  
T: 01709 565700  
E: enquiries@exemplarhc.com

**Dearnevale**  
Elizabeth Street, Grimethorpe, Barnsley, S72 7HZ  
T: 01226 719000  
E: dearnevale@exemplarhc.com

**Eastlands**  
Kingfisher Way, Sutton-in-Ashfield, NG17 4BR  
T: 01623 528960  
E: eastlands@exemplarhc.com

**Fairburn Mews**  
Wheldon Road, Castleford, WF10 2PY  
T: 01977 521784  
E: fairburnmews@exemplarhc.com

**Fairburn Vale**  
Wheldon Road, Castleford, WF10 2PY  
T: 01977 521786  
E: fairburnvale@exemplarhc.com

**Fairwinds**  
Ferham House, Kimberworth Road, Rotherham, S61 1AJ  
T: 01709 565800  
E: fairwinds@exemplarhc.com

**Greenside Court**  
Greasbrough, Rotherham, S61 4PT  
T: 01709 558465  
E: greensidecourt@exemplarhc.com

**Havenmere**  
191 Pelham Road, Immingham, NE Lincs, DN40 1JP  
T: 01469 557340  
E: havenmere@exemplarhc.com

**Kavanagh Place**  
1 Rumney Road, Kirkdale, Liverpool, L4 1UB  
T: 0151 955 0990  
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**Kingfisher View**  
Wheldon Road, Castleford WF10 2PY  
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**Lakeview**  
Lakeview, 121 Era Crescent, Leigh WN7 5ET  
T: 01942 294141  
E: lakeview@exemplarhc.com

**Longley Park View**  
70 Longley Lane, Sheffield, S5 7JZ  
T: 0114 242 5402  
E: longleypark@exemplarhc.com

**Lonnengrove**  
Kimberworth Road, Rotherham, S61 1AJ  
T: 01709 565828  
E: lonnengrove@exemplarhc.com

**Maypole Grove**  
20 Maypole Grove, Kings Heath, Birmingham, B14 4LP  
T: 0121 430 3094  
E: maypolegrove@exemplarhc.com

**Meadowcroft**  
Kingfisher Way, Sutton-in-Ashfield, NG17 4BR  
T: 01623 528966  
E: meadowcroft@exemplarhc.com

**Neville Court**  
Neville Avenue, Kendray, Barnsley, S70 3HF  
T: 0113 2739670  
E: nevillecourt@exemplarhc.com

**Otterburn**  
Brandwood Park Road, Birmingham, B14 6QX  
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**Parkside**  
10 Tibbington Terrace, Tipton, DY4 9HU  
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**Pathways**  
Kingfisher Way, Sutton-in-Ashfield, NG17 4BR  
T: 01623 528966  
E: pathways@exemplarhc.com

**Quarryfields**  
Woodfield Road, Balby, Doncaster, DN4 8EP  
T: 01302 850750  
E: quarryfields@exemplarhc.com

**Ravensdale**  
Naburn Walk, Whrinmoor, Leeds, LS14 2DA  
T: 0113 2739620  
E: ravensdale@exemplarhc.com

**Ribble View**  
Church Avenue, Preston, PR1 4UD  
T: 01709 565700  
E: enquiries@exemplarhc.com

**Scotia Heights**  
Scotia Road, Stoke-on-Trent, ST6 4HA  
T: 01782 829100  
E: scotiah@exemplarhc.com

**St Andrew’s Court**  
2 Wheeler St, Hull HU3 2RP  
T: 01709 565700  
E: enquiries@exemplarhc.com

**Thames House**  
Thames Street, Rochdale, OL16 5NY  
T: 01706 751840  
E: thames@exemplarhc.com

**The Lodge**  
109A Worksop Road, Swallownest, Sheffield, S26 4WB  
T: 0114 294 2090  
E: thelodge@exemplarhc.com

**Willowbeck**  
95 Holywell Road, Sheffield, S4 8AR  
T: 0114 261 7717  
E: willowbeck@exemplarhc.com

**Yarningdale**  
Hollywell Avenue, Codnor, Ripley, DE5 9SG  
T: 01773 740960  
E: yarningdale@exemplarhc.com
Exemplar’s nursing homes are located in Yorkshire and the Humber, in the North West, East and West Midlands.

New Exemplar homes coming soon:
- Brook View, Liverpool
- St Andrew’s Court, Hull
- Copperfields, Leeds
- Ribble View, Preston
- New services in the North East set to open in 2020

Make a referral or enquiry
- Call our 24-hour referral line on 01709 565777 or email referrals@exemplarhc.com
- Complete a referral enquiry form at www.exemplarhc.com
Over 100 clinical commissioning groups and local authorities choose Exemplar’s nursing homes for their service users. Working with individuals, families, commissioners and clinicians, we agree goals and timescales, including the anticipated length of stay and plans for discharge.

Our approach reduces re-admissions to acute settings, facilitates faster returns to lower-cost community living and brings an end to the cycle of failed placements. Our cost-per-care pricing approach sets out in detail the nursing, care, therapies and support which will allow service users to reach their goals.

- **Referral and assessment**
  - Exemplar clinician takes a patient history and reviews needs.
  - Pre-admission assessment completed including agreement of objectives and goals.
  - Review community fit with preferred home and share formal assessment report and costings with funders.

- **Admission and placement**
  - Agree goals and timescales in a detailed personalised Care Plan.
  - Review Care Plan after six weeks to ensure desired outcomes are on track.
  - Review of progress against Care Plan every six months.

- **Discharge and pathway planning**
  - Review progress against expected outcome and plan discharge.
  - Explore options including transition to OneCare services and discharge into the community.
  - Working with service users, families and funders, agree a discharge and transition plan.

Make a referral or enquire today – call 01709 565777 or email referrals@exemplarhc.com
"Care was clearly focused upon each person as an individual, with meaningful and purposeful activities based upon people’s real interests, goals and outcomes. People and their families felt listened to, involved, valued and empowered."

Comments taken from CQC inspection report
– Dearnevale, 08 March 2018
Make a referral or enquire today
Call: 01709 565700
Or email: referrals@exemplarhc.com
www.exemplarhc.com